

Fig. 1

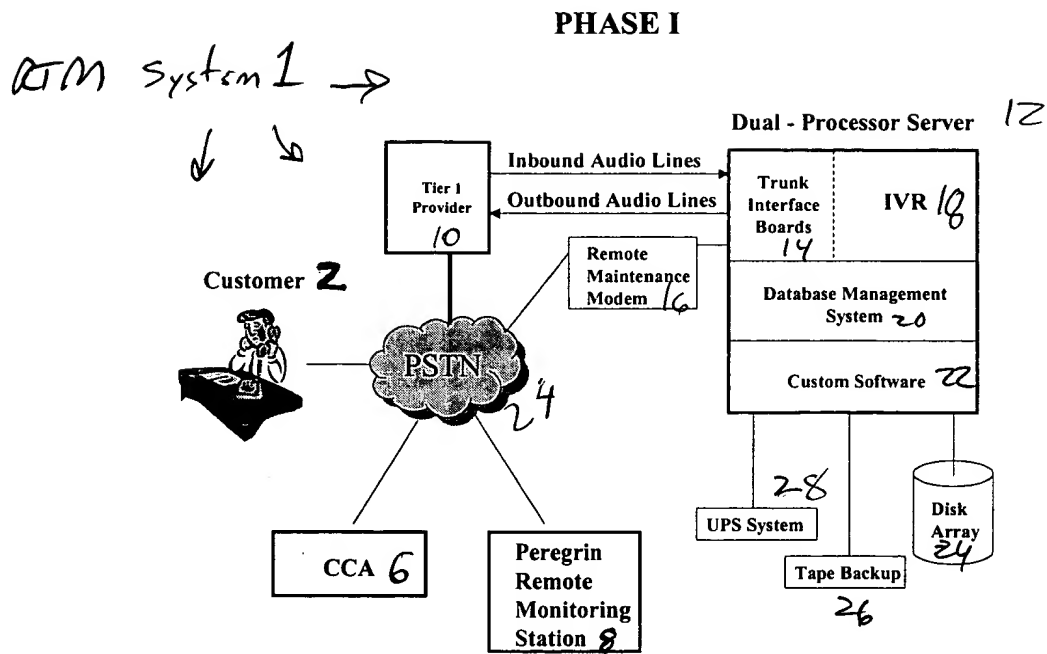


Fig. 2

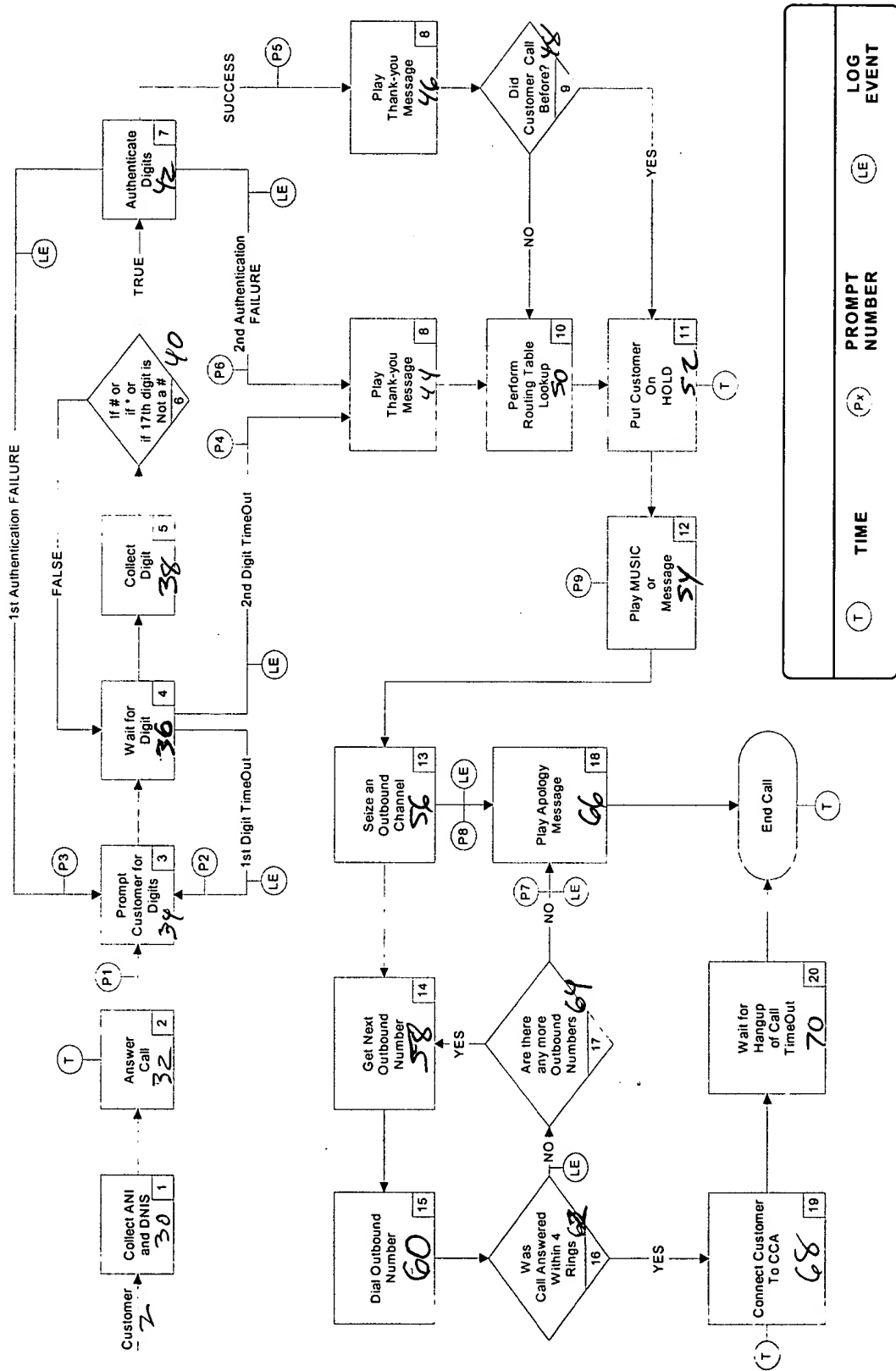


Fig. 3

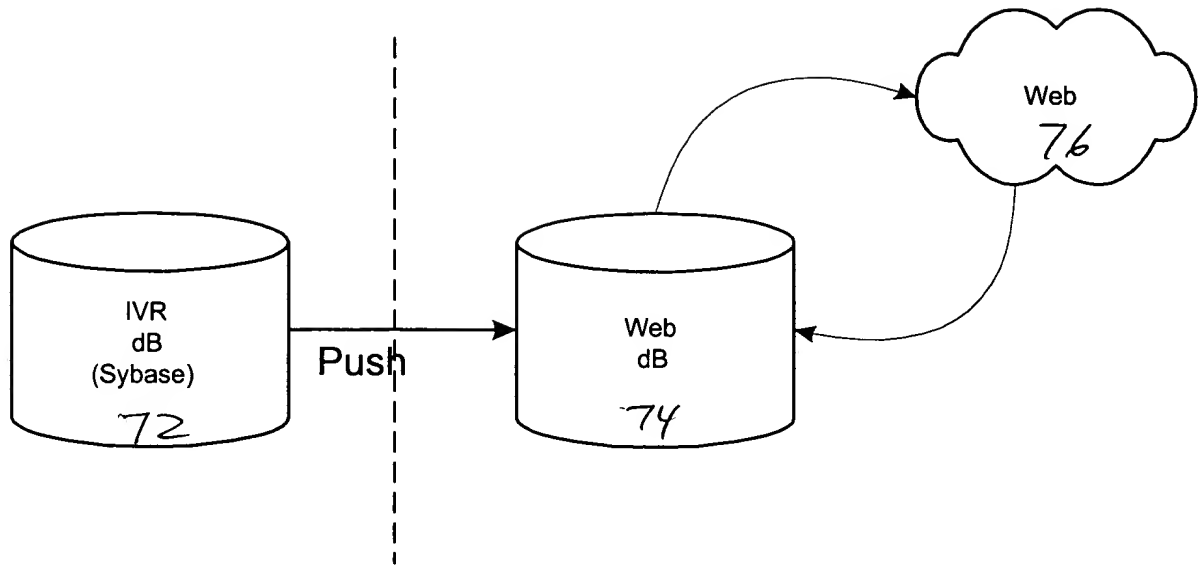


Fig. 4

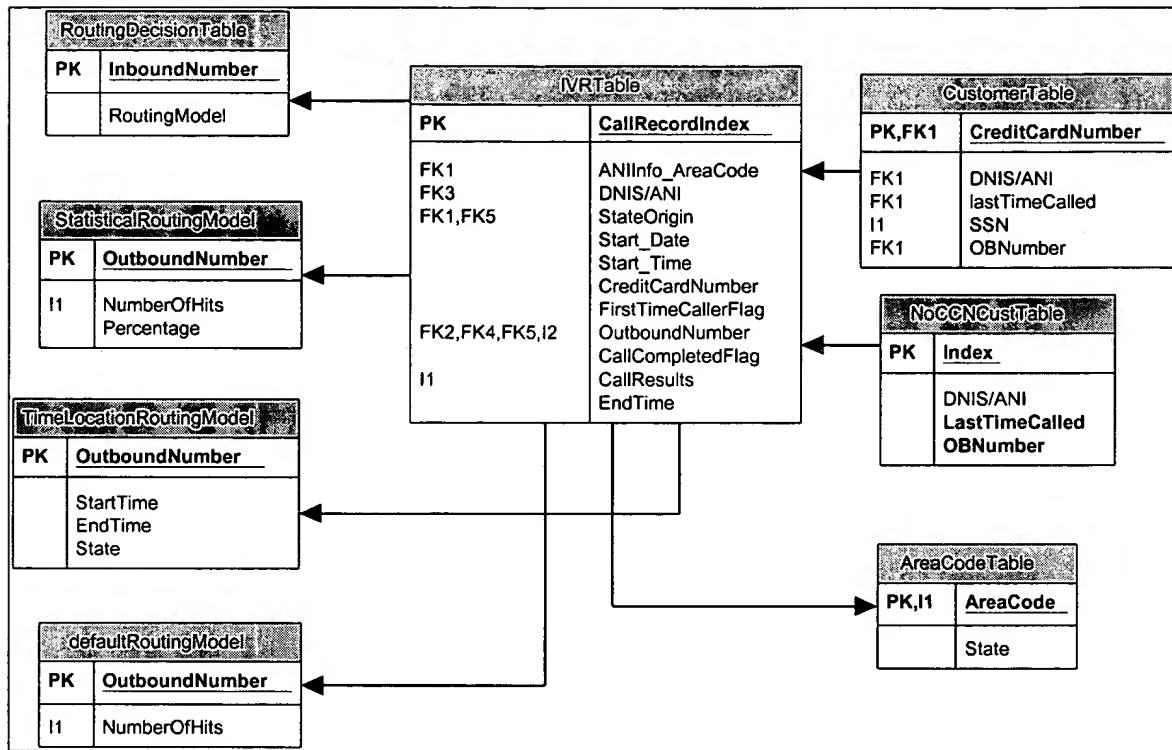


Fig. 5

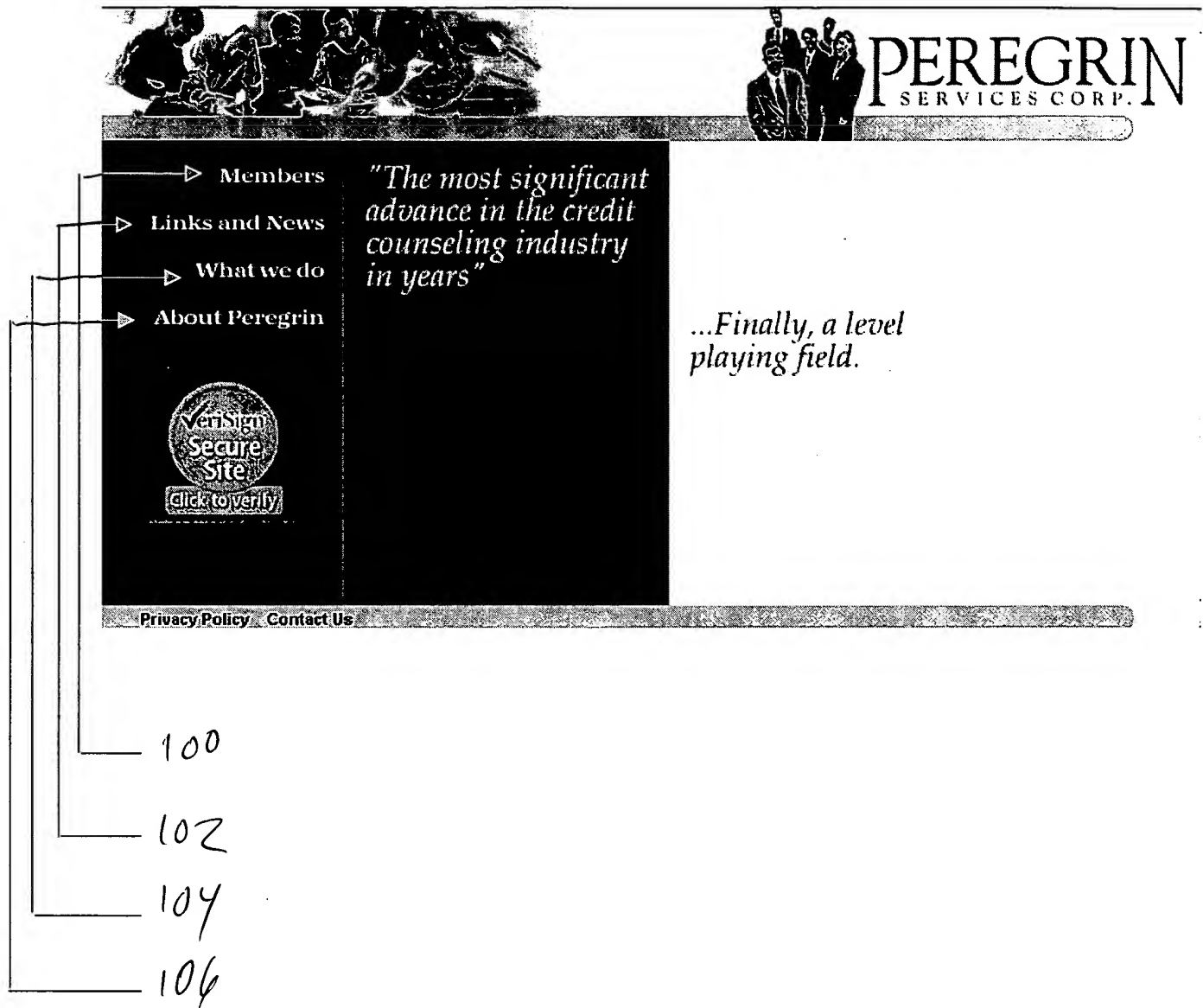





Fig. 6



PEREGRIN

SERVICES CORP.

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Please Enter Your User Name and Password Below

User Name

Password

Submit **Reset**

Don't have a User Name and Password?
You can enroll with Peregrin as a receiver or referrer for free.
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Referral Summary for August 21, 2000 12:57:22 PM

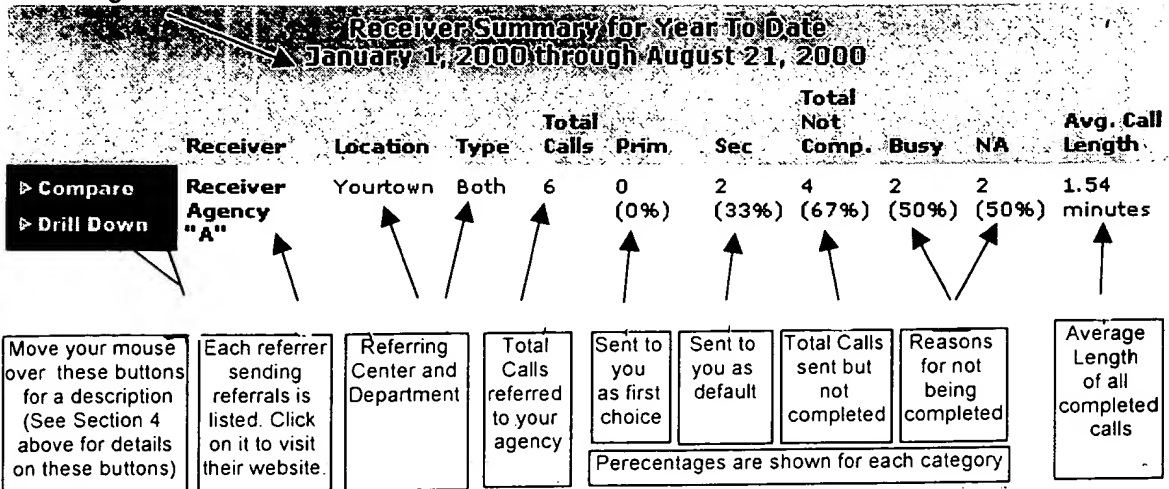
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For more details, click on one of the report options on the menu bar on the left-hand side of the page.

1. What is the purpose of the study?
 2. What are the research questions or hypotheses?
 3. What is the study design?
 4. What are the participants and sample size?
 5. What are the variables and measurement tools?
 6. What are the data collection procedures?
 7. What are the data analysis methods?
 8. What are the results and conclusions?
 9. What are the limitations and strengths?
 10. What are the implications for practice and research?

Fig. 8

Level One-
Date range



Level Two-

**Receiver Agency "A", Yourtown
YTD Summary by Month**

Date	Total Calls	Prim	Sec	Total Not Comp.	Busy	NA	Avg. Call Length
August	6	0 (0%)	2 (33%)	4 (67%)	2 (50%)	2 (50%)	1.54 minutes

Level Three-

**Receiver Agency "A", Yourtown
Daily Summary for month of August**

Date	Total Calls	Prim	Sec	Total Not Comp.	Busy	NA	Avg. Call Length
Aug 21, 2000	6	0 (0%)	2 (33%)	4 (67%)	2 (50%)	2 (50%)	1.54 minutes

Fig. 9

Level Four-

Receiver Agency: A-1 Yourtown Credit Card Summary for August 21, 2000					
Credit Card #	Phone # of Origination	State of Origination	Date of Call	Time of Call	Length of Call
7777-8888-4444-9999	7034217800	VA	08/21/00	18:18	N/A
5555-5555-5555-5555	7034217800	VA	08/21/00	12:39	N/A
4444-5555-4444-5555	7034217800	VA	08/21/00	12:32	N/A
8888-4444-9999-7777	7034217800	VA	08/21/00	12:23	3.08 minutes
0	7034217800	VA	08/21/00	11:58	N/A

Level Five-

Date of Call	Phone # of Origination	State of Origination	Time of Call	Length of Call
05/03/00	4109798209	MD	21:42	.38 minutes
05/03/00	4107816702	MD	21:38	.58 minutes
05/03/00	5014841631	AR	13:20	1.48 minutes

Comparison Summary for Year To Date on Sample Agency A

Referrer Name	% of total calls	Completion %	Avg. Call Length
Demo Referrer 1	96%	88%	3.82 minutes
Referrer 1	4%	100%	1.37 minutes

Your agency is listed first, followed by other receivers used by this referrer.

You will see what percent of that referrer's referrals went to each receiver they use.

View Call Completions by receiver

Also view call lengths by receiver

00607 1606060

Members




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Year:

1

July 

2000 

Year:

31 July 2000 All 

Run Report

[illegible]

Fig. 11

Day of Week / Time of Day Analysis							
Day of Week	# of calls	# of completed calls	% of calls completed	% morning calls	% afternoon calls	% evening calls	Avg. Call Length
Sunday	42	29	69%	0%	3%	97%	.66 minutes
Monday	101	37	37%	59%	22%	19%	.86 minutes
Tuesday	164	53	32%	0%	15%	85%	.86 minutes
Wednesday	100	21	21%	5%	19%	76%	2.01 minutes
Thursday	48	24	50%	0%	21%	79%	1.01 minutes
Friday	29	9	31%	22%	78%	0%	.58 minutes
Saturday	37	14	38%	14%	29%	57%	1.11 minutes

Time of Month Analysis							
Month	# of calls	# of completed calls	% of calls completed	% early month	% mid month	% late month	Avg. Call Length
April	350	93	27%	0%	70%	30%	1.08 minutes
May	171	94	55%	64%	36%	0%	.89 minutes

State of Origin Analysis				
State	# of calls	# of completed calls	% of calls completed	Avg. Call Length
Alabama	2	0	0%	0
Arizona	1	0	0%	0
Arkansas	1	1	100%	1.48 minutes
California	9	1	11%	3.15 minutes

Incomplete Call Summary						
Number of Completed Calls	Number of Incomplete Calls	% of calls completed	% of Incomplete Calls	Customer Abort	Busy	No Answer
71	1	99%	1%	0 (0%)	5 (500%)	5 (500%)

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Fig. 12

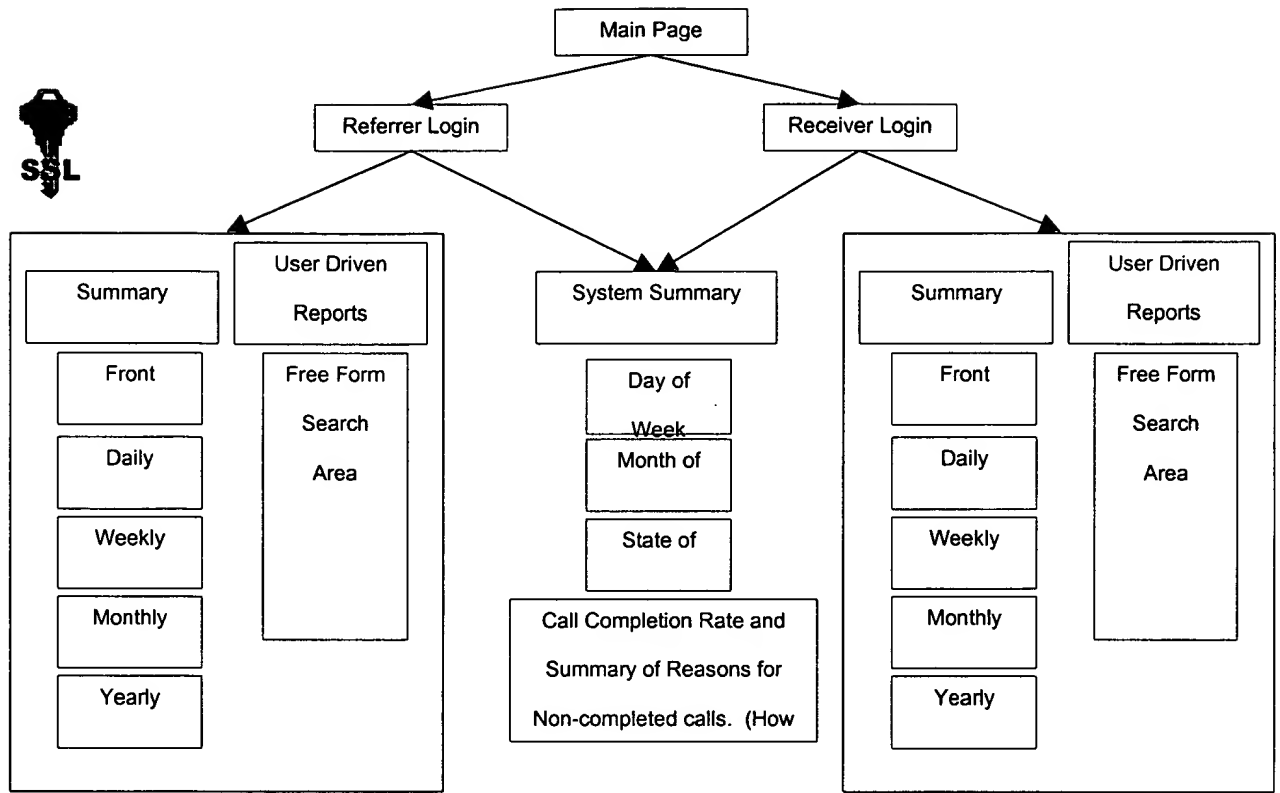


Fig. 13

